



Emergency Telephone System Board of DuPage County Monthly Report

June Board Meeting

Submitted for your consideration is the DuPage ETSB monthly report for activity May 1 through May 31. This report highlights the activities of the DuPage ETSB by ETSB and PSAP staff, work groups, committees, and consultants.

In Memoriam

The ETS Board and staff extend condolences to the family, friends and DU-COMM family on the unexpected passing of **Telecommunicator Kirsten Monigold** on May 9, 2024. Rest in Peace and thank you for your service.

Congratulation on a Job Well Done!

Baby Delivery – Congratulations to **TC Abigail Medina** of ACDC who on February 25, 2024, at 0613 hours received a call from a resident in Westmont stating that a woman was giving birth and the baby was breech. Within 25 seconds, she generated a computer aided dispatch event and began emergency medical dispatch protocols. The fire department was dispatched. While providing medical instructions, the caller described the baby's body was out, but the head was not. You calmly provided critical instructions during a chaotic situation, navigating the medical protocol program while the scene rapidly changed. After the baby's head was out, using the medical protocol, you quickly directed her to get a clean towel to wipe the baby's mouth and nose, and to rub the baby vigorously for 30 seconds. The caller then reported the baby was not breathing and said they were starting CPR. You continued to provide instructions over the phone until it was confirmed that paramedics were with the baby. Mother and baby both doing fine.

ADMINISTRATION and FINANCIAL

911 Services Advisory Board (SAB) and 911 Legislation:

The May 13 meeting was cancelled.

All dates are Mondays unless otherwise noted:

June 17, 2024

July 15, 2024

August 19, 2024

September 16, 2024

October 28, 2024

November 18, 2024

December 16, 2024

Legislation:

Below is a collection of legislation that pertains to ETS Boards, Telecommunicators or PSAPs and the legislation to request live access to encrypted radio. The most significant change developing is the insertion of Telecommunicators into labor language as a result of being termed first responders under the ETSA statute. Status as of May 31, 2024.



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HB5128 EM Telephone Board Members

Sponsor: Patrick Windhorst

Michael J. Coffey Jr.

Dave Severin

Filed: 2/8/24 assigned to Rules Committee

2/28/24 Police & Fire Committee

4/4/24 House Committee Amendment No. 1 Adopted in Police & Fire Committee; by Voice Vote, Do Pass as Amended / Short Debate Police & Fire Committee; 014-000-000, Placed on Calendar 2nd Reading - Short Debate, Rep John M. Cabello added as Chief Co-Sponsor

4/11/24 Second Reading, Please on Calendar Order of 3rd Reading, Short Debate

4/17/24 Referred to Assignments

4/24/24 Assigned to Energy and Public Utilities

4/30/24 Rule 2-10 Committee Deadline Established as May 10, 2024

5/16/24 Passed both Houses

Synopsis As Introduced

Amends the Emergency Telephone System Act. Provides that an Emergency Telephone System Board shall include the county sheriff or the sheriff's designee and at least 2 (rather than 3) representatives of the 9-1-1 public safety agencies other than the sheriff's office.

Current language Amendment #1: In counties with a population of more than 100,000 but less than 2,000,000, a member of the County Board may service on the Emergency Telephone System Board. Elected officials, including county sheriffs and members of a county board, are also eligible to serve on the board.

HB2161 Unlawful Discrimination – Family

Sponsor: Will Guzzardi

Filed : 2/6/23

Sponsors Added: Maura Hirschauer, Sonya Harper, Nabeela Syed, Stephanie Kifowit,

2/20/24 Lindsey LaPointe

2/29/24 Amendments #1 & #2 rules refers to Judiciary – Civil Committee

4/03/24 House Committee Amendment # 1 and Amendment #2 adopted in Judiciary-Civil Committee by Voice Vote, Do Pass as an amended / short debate in Judiciary-Civil Committee; 010-003-000, Placed on Calendar 2nd Reading – Short Debate.

4/19/24 Third Reading – Short Debate – Passed 069-029-000

4/24/24 First Reading, referred to Assignments

5/25/24 Passed both Houses

Synopsis As Introduced

Amends the Illinois Human Rights Act. Provides that it is the public policy of the State to prevent discrimination based on family responsibilities in employment. Defines "family responsibilities" as an employee's actual or perceived provision of care to a family member, whether in the past, present, or future. Provides that it is a civil rights violation for: (1) any employer to refuse to hire, to segregate, to engage in harassment, or to act with respect to recruitment, hiring, promotion, renewal of employment, selection for training or apprenticeship, discharge, discipline, tenure or terms, privileges or conditions of employment on the basis of family responsibilities; (2) any employment agency to fail or refuse to classify properly, accept applications and register for employment referral or



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apprenticeship referral, refer for employment, or refer for apprenticeship on the basis of family responsibilities; and (3) any labor organization to limit, segregate, or classify its membership, or to limit employment opportunities, selection and training for apprenticeship in any trade or craft, or otherwise to take or fail to take, any action which affects adversely any person's status as an employee or as an applicant for employment or as an apprentice, or as an applicant for apprenticeships, or wages, tenure, hours of employment, or apprenticeship conditions on the basis of family responsibilities. Provides that it is a civil rights violation for a person, or for 2 or more persons, to conspire to retaliate against a person because he or she has opposed that which he or she reasonably and in good faith believes to be discrimination based on family responsibilities. Makes conforming changes.

Amendment #2 inserts the language "care to a family member" in Amendment #1, on page 9, replacing lines 25 and 26.

SB3648 Community EM Services & Support

2/9/24	Filed
3/7/24	Amendment #1
3/14/24	Do Pass As Amended Energy & Public Utilities
3/14/24	Placed on Calendar Order 2 nd Reading March 20, 2024
4/15/24	First Reading, Referred to Rules Committee
4/24/24	Assigned to Mental Health & Addiction Committee
5/23/24	Passed Both Houses

Synopsis As Introduced

Amends the Community Emergency Services and Support Act. In provisions relating to emergency services dispatched through a 9-1-1 PSAP and coordination of activities with mobile and behavioral health services, provides that the coordination must begin no later than July 1, 2025 (rather than July 1, 2024). Provides that provisions relating to State prohibitions shall take effect once specified conditions are met, but no later than July 1, 2025 (rather than July 1, 2024). Effective immediately.

Amendment #1

Replaces everything after the enacting clause. Reinserts the provisions of the introduced bill and further amends the Community Emergency Services and Support Act. Provides that the EMS Medical Directors Committee or a chair appointed in agreement of the Division of Mental Health of the Department of Human Services and the EMS Medical Directors Committee (rather than the EMS Medical Directors Committee) is responsible for convening the meetings of a Regional Advisory Committee. Includes qualifications for the appointed chair. Provides that each Regional Advisory Committee and subregional committee established by the Regional Advisory Committee (rather than each Regional Advisory Committee) is responsible for designing the local protocols to allow its region's or subregion's 9-1-1 call centers (rather than its region's 9-1-1 call center) and emergency responders to coordinate their activities with 9-8-8 as required by the Act and for monitoring current operation to advise on ongoing adjustments to the local protocols. Designates the membership, meetings, and duties of a subregional committee. Makes conforming changes. Effective immediately.



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HB4339 Local Records – police scanners

Sponsor: La Shawn K. Ford

Filed: 1/3/24

1/16/24 Rules Committee

1/31/24 Executive Committee

4/5/24 Rule 19(a) re-referred to Rules Committee

Synopsis As Introduced

Amends the Local Records Act. Provides that a law enforcement agency that encrypts police scanner transmissions must provide, by license or otherwise, real-time access to those transmissions to broadcast stations, broadcasting stations, radio broadcast stations, and newspapers. Effective January 1, 2025.

HB5377 Community Emergency Services

Sponsor: Kelly M. Cassidy

Filed: 2/9/24 assigned to Rules

2/28/24 Assigned to Police & Fire Committee / Michael Kelly, Chair Chicago

3/5/24 Amendment #1 referred to Rules Committee

3/22/24 Amendment #1 referred to Police & Fire Committee, Adopted by Voice Vote, Do Pass As amended / Short Debate in Police & Fire Committee; 012-000-000; Placed on Calendar 2nd reading – Short Debate.

4/11/24 Second Reading – Short Department, Placed on Calendar Order of 3rd Reading – Short Debate.

4/19/24 Rule 19(a) Re-Referred to Rule Committee

Synopsis as introduced

Amends the Community Emergency Services and Support Act. Provides that the EMS Medical Directors Committee or a chair appointed in agreement of the Division of Mental Health of the Department of Human Services and the EMS Medical Directors Committee (rather than the EMS Medical Directors Committee) is responsible for convening the meetings of a Regional Advisory Committee. Includes qualifications for the appointed chair. Provides that each Regional Advisory Committee and subregional committee established by the Regional Advisory Committee (rather than each Regional Advisory Committee) is responsible for designing the local protocols to allow its region's or subregion's 9-1-1 call centers (rather than its region's 9-1-1 call center) and emergency responders to coordinate their activities with 9-8-8 as required by the Act and for monitoring current operation to advise on ongoing adjustments to the local protocols. Designates the membership, meetings, and duties of a subregional committee. Makes conforming changes.

Amendment #1 changes the effective date to July 1, 2025, adds language to the appointed Chair's qualifications, and amends the subregional committee protocols.

SB2812 Trauma Informed Response (Anna's Law)

Sponsor: Anne Gillespie

Filed: 1/17/12 referred to Assignments

4/10/24 Chief Sponsor Changed to Senator Mary Edly-Allen



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Synopsis As Introduced

Creates the First Responder Trauma-Informed Response Training Act, which may be referred to as Anna's Law. Provides that, prior to the onboarding processes of a first responder, the individual must complete mandatory pass or fail trauma-informed response training, as established by the Department of Public Health. Provides that a first responder must also complete the pass or fail trauma-informed response training every 18 months after beginning work as a first responder. Provides that, if more than 18 months has elapsed after beginning work as a first responder and the first responder has not completed the retraining, the first responder may not perform trauma-related duties, such as responding to emergency calls, taking statements from victims, or interviewing victims. Provides that, if a first responder who is certified or licensed by the State or a subdivision of the State has not completed the required trauma-informed response retraining, the first responder may be decertified by the certifying entity or the first responder's license may be revoked by the licensing entity if retraining is not completed. Limits the concurrent exercise of home rule powers. Defines terms. Makes conforming changes in the Illinois Police Training Act and the Emergency Medical Services (EMS) Systems Act, including requiring the Department of Public Health to adopt rules to implement the trauma-informed response training and providing that the rules may allow or require the use of a training program from a university, college, or not-for-profit entity.

Notes: The training for this has been in place since 2016 according to ISP. In the full text, the first responder definition includes public safety telecommunicators and the definition of public safety telecommunicator "has the meaning given to that term in Section 3 of the Emergency Telephone System Act."

SB3294 Security Employee Bargaining

Sponsor: Linda Holmes
Filed : 2/7/24
2/07/24 Referred to Assignments
2/20/24 Assigned to Labor
3/06/24 Postponed – Labor
3/15/24 Rule 3-9(a) / Re-referred to Assignments

Synopsis As Introduced

Amends the Illinois Public Labor Relations Act. Specifies that, for purposes of a provision in the Act concerning the resolution of disputes involving security employees, that the term "units of security employees of a public employer" includes units of county correction or detention officers, units of probation officers, and units of telecommunicators who are critical to public safety.

ETSB Plan Modification Sheriff Request to Migrate to DU-COMM

All Sheriff's Office 9-1-1 calls have been transferred to DU-COMM. PSAP and ETSB staff continue to work to amend call routing in areas where the jurisdiction should be updated to better reflect the current landscape.

Budget Kick Off:

The County's FY25 budget schedule has been approved. Per the schedule, departments will enter their FY25 budget into the County software between May 14 and July 5 in order to meet deadlines for an approved budget appropriation. The data that is entered can be adjusted per the final approval of the ETS Board. The ETS Board, per ordinance, must submit its budget to the County Chair by September 1. Ad Hoc Finance Committee members are being polled for kick-off dates in June or July.



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Procurement / Major Contracts

Open Purchase Order Utilization

Purchase Order	Total	Year to Date	Remaining Balance
FY24 CDW-G	\$ 25,000.00	\$ 2,323.16	\$ 22,676.84
FY24 Dell	\$ 30,000.00	\$ 2,732.00	\$ 27,268.00
FY24 Motorola	\$ 50,000.00	\$ 16,267.70	\$ 33,732.30

Lilly Consulting LLC: Purchase Order 923013

This recommendation is for a continuation of training for ACDC and DU-COMM staff:

1. Peer Support Knowledge and Skills for 9-1-1 training. This is a 3-day course, 2 sessions. There is a 25% discount for a new course applied to these sessions.
2. Protect 9-1-1: Training to Reduce Risk for PTSD and Enhance Resilience training. This is a 2-day course, 3 sessions, with an option for 3 additional sessions.

This training was initially supported by an Illinois Criminal Justice Information Authority (ICJIA) grant for "Saving Blue Lives" training for the law enforcement community including Telecommunicators. DU-COMM and ACDC sent staff to these classes and would like to send all their personnel through this training. Dr. Lilly has adapted that course to be specific to 9-1-1 staff. This contract includes speaker travel expenses. This cost would be from the ETSB budget and outside of the allocation to the PSAPs.

Total amount of initial request: \$37,500.00.

Insight Public Sector, Inc.: Purchase Order 924018

ETSB has been utilizing NetMotion software since implementation in 2018. This software allows staff to manage the security and permission levels of devices connecting to the system network. The current licensing expires August 13, 2024. NetMotion has been rebranded to Absolute Secure Access. ETSB contracts for 1,000 licenses for users for agencies which connect directly to the 911 system, approximately 900 of which are currently in use, as reported below under 9-1-1 Core System Management.

Per Bid #24-052-ETSB, Insight came in with the lowest responsible bid for three (3) years. This subscription period will cover August 14, 2024 through August 13, 2027.

Bid Packages sent out: 9, Bid Responses: 2, one of which was deemed un-responsive by County Procurement for not submitting all the documents/attachments required by County. While the Bid Form Pricing shows a cost of \$220,980.00 for three years, County Finance reached out to the vendor for clarification on the multi-year pricing and how the total was entered. The Bid Tab was updated to reflect the three year pricing of \$110,440.00. The Bid Form is not adjusted as the information is collected in the presence of the public.

Total amount of request: \$110,440.00.

Change Orders

Hexagon Safety & Infrastructure: Purchase Order 950900/1914-1 Change Order #28

On this agenda is a recommendation for an exchange of licensing for OnCall Records. The Hexagon software OnCall RMS 3.7 is end of life and is being replaced by OnCall RMS 10.0. This change order documents the exchange of licensing and maintenance from the legacy version to the new version of software and is part of the on-going RMS upgrade.

There is no monetary change being made to this contract.



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AT&T Inc.: Purchase Order 917107 Change Order 5 – Administrative

On the agenda this month is a request to extend the CAMA trunks length of service for one (1) year and adjust the expiration date from September 14, 2024 to September 14, 2025 in the County Finance software system. This is considered a utility so there is no specific contract per se. Additional trunk lines in the CPE system allow the PSAPs to direct overflow 9-1-1 calls from outside jurisdictions to specific lines. Having overflow calls directed to specific trunks keeps the primary 9-1-1 trunks available for DuPage ETSB residents.

There is no monetary change being made to this contract.

Motorola Solutions, Inc.: Purchase Order 922031/6149-1 Change Order #4

The MCC7500 consoles are being replaced by the AXS consoles. The equipment for the AXS consoles is on order, but until they are deployed, the current MCC7500 consoles require support and SUA for an additional time period. A twelve (12) month extension of Advanced Plus support and System Upgrade Agreement (SUA II) on the MCC7500 consoles at the DU-COMM and Addison Consolidated Dispatch Center (ACDC) PSAPs for a time period of July 1, 2024 through June 30, 2025 will allow for continued maintenance until the new AXS consoles are deployed. Once the new consoles are in place, the service agreement may be canceled for the remaining time.

Total amount of \$439,823.50, for a new contract total of \$13,587,196.86.

Payment of Claims:

On the agenda this month is the Payment of Claims as listed below. The Payment of Claims includes Chairman's authorization letter, Detail listing of obligations vs. budget, and *Bank Account Payment History Report* for Internal and External Payments for FY24.

Bills List FY24

External Payments FY24

Total for Fund 5820 for June 12 meeting: \$336,477.48.

Revenue and Expenditures

Revenue: Equalization Revenue Reports are on the consent agenda: \$1,307,137.14.

The January 2024 surcharge was received on May 7 in the amount of \$1,304,137.14. On the same date, the following email was received from ISP:

This email is to notify you of an error affecting this month's distribution (April's distribution for January remit). Data (subscriber counts) from three subscribers was missing from the total subscriber counts used to allocate the monthly surcharge. We are working with our IT team to recalculate the distribution with all submitted subscriber counts included. If your April distribution was lower than it should have been, you will receive a separate payment for the difference. These payments will be issued by Thursday, May 9, 2024. If your payment was higher than it should have been, your May distribution (February remit) will be adjusted by the difference and a notice will be sent to you notifying you of the difference to expect next month.

The surcharge for DuPage ETSB averages approximately \$1.2M per month. It is unknown what the exact effect of the error will be to the February surcharge.



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Surplus Assets

Declaration of Surplus Assets: On the agenda this month is a resolution declaring equipment, inventory, and/or property, as surplus. 119 legacy APX7000 radios turned in from Addison PD and Bensenville PD, 145 CAD workstations purchased in 2016-2021, and 54 monitors for the CAD workstations purchased in 2019 listed on Attachment A, are being declared as surplus. These workstations/monitors were previously utilized in the PSAPs for CAD that have been replaced as part of the equipment replacement cycle.

Transfer of Inventory to ACDC: There are five (5) workstations being declared as surplus assets, above, that have been requested by ACDC.

Sale of Surplus Assets: On the June agenda is a resolution for the sale of surplus assets. 519 of the legacy APX7000 UHF portable radios are requested for purchase by the Illinois State University (ISU) Emergency Management at a cost of \$500.00 each. Because the total value of the sale is over \$25,000, approval of the sales contract will go on the DuPage County Finance Committee agenda for recommendation to the County Board on June 25, after approval at the ETS Board on June 12. Per County process, this sale also requires the approval of the County Chief Financial Officer which has been received and is part of the file documentation. Since the surplus radios were purchased with surcharge funds, which is restricted revenue, the remittance will be deposited into ETSB account 54107: Proceeds for sale of assets, per the Finance Department.

9-1-1 CORE SYSTEM MANAGEMENT

Zendesk Integration Project with County:

In a review of the ETSB contract, the Executive Director in conversation with County Finance determined that transition to the county contract would be most appropriate at the term date of ETSB's contract in September 2024. The paperwork for this transition will be on a subsequent agenda prior to the September term date for the ETSB contract.

State of Illinois ISP/Circuits/NextGen 911 ESInet:

State of Illinois GIS NG 9-1-1: The 9-1-1 Administrator conducted a call on May 17, 2024 to review the current status of the GIS data in the NG 9-1-1 system. The state will also host an AT&T training on June 20, 2024 to discuss the AT&T Public Safety Platform system of using ArcGIS to Geocode the ALI records. ALI records are the address that are sent with a 9-1-1 call to the PSAP when a person calls. County GIS continues to submit data to the Hub to work with our neighbors on bordering jurisdictions.

State of Illinois Text to 911: AT&T and the State of Illinois have begun the implementation of Text to 911 for 9-1-1 Systems that have cut over to NG 9-1-1 network. DuPage has been contacted by Intrado to begin discussion for this implementation.

NG9-1-1 Grant opportunity CAD to CAD interface: As previously reported, the State 9-1-1 Administrator is reviewing the applications for the NG 9-1-1 grants that have been received. No awards have been announced as of the date of this report.

Customer Premise Equipment (CPE):

Hardware/software and NG911 Migration: On Friday May 31, 2024, AT&T installed the two new circuits for the IP Flex at 1471 Jeffrey and two new routers were delivered. The next step in the



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process is for the circuit to be tested and turned up. This is the final technical task prior to scheduling the upgrade to the new Vesta Version and transition to the NG 9-1-1 ESInet at the ACDC location. The schedule for the installation and router delivery at the DU-COMM location is in process.

Since the IPFlex circuits have delayed the overall deployment schedule, Motorola has taken advantage of the time by updating the Vesta software to the current release that was approved in April. Both sites are now upgraded to Vesta 8.1 and the operating system of the servers is now on the most currently supported server version.

DuJIS CAD:

Category	Year to Date		Past Month					
			Totals		Categories of Open Tickets			
	Opened	Closed	Total	Closed	System Error Tickets	Configuration Tickets	Referred to Hexagon	Open/Waiting on Customer
CAD	139	126	23	13	3	0	0	1
MPS	188	170	52	48	0	0	0	8
Total	327	296	75	62	3	0	0	9

Projects:

CAD/MPS Software Update: This roll out of this update is scheduled to **go-live on June 11** starting at 4am CT. Both ACDC and DU-COMM have provided testing feedback to ETSB and communicated that they have not found anything that would cause the rollout to not move forward. ETSB is currently in the process of preparing a full cutover document along with Hexagon for the go-live day. Meetings are scheduled for May 31 and June 3 to discuss final planning and participant list. Hexagon will be onsite during the cutover activities.

DSO Migration: The migration of the Sheriff's Office from ACDC to DU-COMM was completed on May 1, 2024 as scheduled. The translation of the ESNs was delayed to accommodate an internal matter at DU-COMM and completed May 14, 2024. All project tasks listed on the DU-COMM cutover plan that were assigned to ETSB are complete. Cell tower routing will be reviewed to determine the appropriate routing for cellular calls. This is an ongoing process and is amended as annexations and new towers are deployed.

Fusus: (Oak Brook PD, Wheaton PD and Oakbrook Terrace PD) The Fusus EdgeFrontier (Xalt) Interface was deployed into production August 18, 2023 for Oak Brook PD. Oak Brook PD has confirmed that the Hexagon side of the interface is working as designed. ETSB staff communicated with Oak Brook at the end of March. Oak Brook advised they would confirm the status of the interface in April. As of the filing of this report, there has been no communication of confirmation from Oak Brook PD.

The EdgeFrontier (Xalt) Interface for Wheaton PD and Oakbrook Terrace PD was also available and was and deployed into production October 13, 2023 on the Hexagon/ETSB side of the interface. FUSUS was not ready for these agencies at this time. FUSUS began implementing their software with these agencies February 9, 2024.

ProQA Upgrade Project: ETSB has updated ProQA medical version to 0.49, and the new Xlerator is now installed on the test site. ETSB is now waiting on Priority to release training for protocol 21 before this can be released into production.



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LEADS 3.0 Interface (PSAP): ETSB has completed testing the update along with Hexagon. ETSB has turned this over to the PSAPs for additional testing. ETSB has encountered delays stemming from the CAD upgrade including vendor resource availability. This has impeded our ability to meet the May 31 extension and the ETSB has submitted an additional extension request through the end of July 2024. ETSB staff believes testing the new LEADS 3.0 version with the CAD updated version prior to it being rolled into production is important for this project's success. An extension has been granted to July 31, 2024.

Mobile Responder: ETSB has been advised of a Google Firebase Cloud Messaging API change that will take place on June 20, 2024. Google will discontinue support for the legacy API. The change will affect Mobile Responder versions 9.2, 9.3, and 9.4. The ETSB server environment is affected by this change as we are currently running version 9.4.2312 and we will need to update to 9.4.2404. Additionally, all Android Mobile Responder users will be required to perform an application update on their mobile device after the server update has been completed to continue receiving push notifications. The system does not show any Android users currently, but staff are notifying Mobile Responder users to ensure there are no gaps in service.

MPS: Testing continues to move forward with the Police and Fire agencies test teams. A few items have been identified and addressed by the ETSB technical staff. The items identified included outdated URL links to external websites. Those items have been corrected with the updated URLs for the sites. No issues have been identified that relate to the functionality of the MPS application thus far.

Absolute Secure (NetMotion):

Category	Year to Date		Past Month					
			Totals		Categories of Open Tickets			
	Opened	Closed	Total	Closed	System Error Tickets	Configuration Tickets	Referred to Hexagon	Open/Waiting on Customer
Absolute Secure	49	49	12	12	0	0	0	0

Absolute Secure Access: No system issues reported this past month. Currently have approximately 900 devices registered.

Comcast Maintenance/Trouble Tickets: No reported issues for the previous month. No planned maintenance from the previous month.

Network Tickets:

Printer Hardware Issue: (Ticket 11943) New Toshiba printer placing blue line on scanned page. Ticket opened with vendor and resolved the same day.

Agency Network Issue: (Ticket 11910) Glendale Heights PD and Westmont PD printers showing offline, no printed materials coming out. This is an agency network issue.

AQUA System bug: (Ticket 10240) ticket pending waiting for Priority to provide training for new version of AQUA.



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VMware Maintenance: VMware upgrade at DUCOMM has been completed. Both ACDC and DUCOMM are at version 8. Additionally, all switches and storage arrays have updated.

Windows Patching: The next patch cycle will be in June 2024.

Fire Station Alerting System (FSAS):

Category	Year to Date		Past Month				
			Categories of Open Tickets				
	Opened	Closed	Total	Closed	System Error Tickets	Configuration Tickets	Open/Referred to Purvis
FSA	84	72	21	19	0	0	2

Purvis yearly preventive maintenance has started and to date 15 of 67 stations have been completed. Remaining stations are scheduled out through the end of June.

DU-COMM Fire West / Fire North Project: ETSB and PSAP staff met on May 29, 2024. The next step in the project is the migration of the Glen Ellyn Fire Department from Fire North to Fire East. DU-COMM and ETSB staff are targeting the middle of July for the cutover. Once the CAD system is upgraded the week of June 11, ETSB staff will begin updating CAD to reflect the change. PSAP staff will verify the change and will complete internal training prior to the cutover.

Hanover Park new station: CommZone and Purvis have completed the installation of equipment at the new Hanover Park fire station. This station will be replacing the current Hanover Park Station 16. The next step in the process is for Hanover Park to install a network connection. Once the connection is established, Purvis can test the system to ensure that it is ready for cutover.

Geographic Information Systems (GIS):

Category	Year to Date		Past Month							
			Totals			Categories of Open Tickets				
	Opened	Closed	Total	Closed	Open Tickets	System Error Tickets	Configuration Tickets	Pending Refresh	Pending Closed/ Verification by PSAPS	Open/ Referred to Hexagon
GIS	213	130	35	9	24	0	0	8	31	0

NG911 GIS Mapping for Go-Live: County GIS has completed the second round of data submittal and now requires MSAG ANI/ALI data to finish their work. County GIS has set up a border data tool for other counties to use for NG911 submittal on the HUB for IL NG911 project and they are also working with Cook and Will County for orphaned border overlaps.

GIS Projects:

Addison Fire Response Districts Project: County GIS is adjusting the district polygons to fall coincidentally to the road centerline, this work will continue for the next few weeks. Updated shapefiles have been provided to Addison Fire District and questions addressed from Chief Kramer.

Oak Brook Police Beat and Sub-Beat Project: This project is nearing the final phase. All ESZs have been created in the Test CAD environment. DU-COMM has advised that they are still working on



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testing everything with Oak Brook and completing the updates for LiveMUM. When this is completed, all testing confirmed this will be in an upcoming map roll.

Sheriff Map Updates (SOP): The Sheriff determined that as an agency they did want to go forward with beat adjustments after cutover. All SOP beat polygon adjustments from the second round have been completed. Changes have been pushed to the training environment, waiting on testing validation before production map roll.

Glen Ellyn Volunteer Fire Company Shapefile: Glen Ellyn VFC reached out to ETSB to configure four new districts. County GIS and ETSB GIS worked together to review the request and found no outside boundary changes at this time. The updates to the districts were made and pushed into the training environment. On May 9, this was turned over to DU-COMM to test and validate the updates with Glen Ellyn VFC.

Lombard Fire Districts F450 & F470: Working with DU-COMM, F450 & F470 both have an ESZ of 41010 and the beat associated is using multiple ESZs. It has been identified that beat LOF045 should be utilizing ESZ 41011, however in the PLY file it is showing ESZ 41010, so that was causing an overlap that has now been corrected. After some discussions with Lombard, the agreed resolution was to give F450 a new ESZ. ETSB created the new ESZ of 41020 on the training side of CAD and County GIS moved LOF F450 to ESZ 41020. This was pushed to the training side on May 7, and DU-COMM is testing.

9-1-1 System Memos:

Total Memos	New Memos	Updated Memos	Closed Memos	Open Memos
126	0	0	0	5

New Memos: There were no new memos this reporting period.

Closed Memos: There were no closed memos this reporting period.

Open Memos:

Memo 37: Hexagon software audit. The Tech Focus Group recommended a review of the software to determine if there were accounts that could be removed or reassigned in the software. This work will be completed with the installation of the CAD update.

Memo 103: CAD/Vesta Standardization. The CAD Focus Group requested a standardized way to search for locations on the map for both CAD and CPE. Currently this is not an option. Motorola is investigating whether a change can be applied to the new CPE mapping software.

Memo 108: Change ANI/ALI dump workflow in CAD. The CAD Focus Group requested a change to the workflow for the ANI/ALI dump of data from the CPE to CAD. Currently this is not an option. ETSB staff will investigate options in the new CAD software once it is implemented.

Memo 110: Options for Tones in Fire Station Alerting. DU-COMM requested exploring different options for toning in FSA. DU-COMM has successfully completed testing their solution with one note: Static was noticed on Fire West. DU-COMM requested pausing the testing of this solution until the testing on the combination of Fire West and Fire North concludes on April 10, 2024.



Emergency Telephone System Board of DuPage County Monthly Report

June Board Meeting

Memo 113: Shot/Stab Event Type. ACDC requested investigating creating two separate event types: One for shot and one for stab. This is currently at the Directors' level for review.

DuJIS PRMS:

The RMS Manager's monthly memorandum for May has been attached to this report, as well as the Hexagon Service Manager's summary, and the Resident Systems Analyst's (RSA) weekly report(s).

DU PAGE EMERGENCY DISPATCH INTEROPERABLE RADIO SYSTEM (DEDIRS)

Motorola System Manager Report:

This memorandum is located at the end of the monthly report.

DEDIR System:

CommandCentral Aware: Nothing to report for the previous month.

Encryption: As previously reported, ETSB staff received information from Motorola that the radio console enhancements have been completed. This puts the project timeline for installation at approximately 26 weeks. Schedules are yet to be developed and may change.

APXNext and APX4000 Radios Firmware Update (Police):

Radio Firmware Update: The Firmware update for both police radios is now available. ETSB hosted a DEDIRS Zoom information session on May 9, 2024 to review the newest firmware update.

APX4000: The APX4000s have to be physically touched. The Motorola System Manager is currently working through the APX4000 radios and is scheduled to be completed by June 10, 2024. The schedule for the APX4000 radios was posted to Monday.com and disseminated to the DEDIRS Points of contact.

APXNext / Police: the APXNext radios can be updated remotely. The APXNext radios will be pushed out and completed the beginning the week of June 17. The schedule for the APXNext radios is being finalized and will be posted to Monday.com once completed.

Charger Firmware Update Requirements: There are no firmware updates currently scheduled for chargers.

APXNext (Fire):

APX8500 and APX7500 mobile: Update: Motorola has completed their data research and is in the process of reviewing the data and preparing a report on the issue. ETSB staff has had discussion with Motorola production about possible paths forward. ETSB has asked Motorola to work on a presentation for these concepts for presentation to the DEDIR System Focus Groups.

NFPA Committee: Nothing to report from the previous month.

APXNext XN: On Monday May 20, 2024, Motorola was onsite and conducted a demonstration of the APXNext XN and XE radios. The NFPA Committee Members Connolly and Sullivan provided an overview of the NFPA changes based on submitted items identified by the Fire Focus Group. Motorola reviewed the features and updates and discussed the difference between the APXNext XE and APXNext XN and the programming options. The Motorola product team reported that several items that were identified by the Fire Focus Group are now available in the APXNext XN radio



Emergency Telephone System Board of DuPage County Monthly Report

**June
Board
Meeting**

including the ability to configure the Hazard Zone in the radios. This was a critical issue that the Fire Focus Group had identified as needing to be addressed prior to the deployment of the radios. At the conclusion of the demo session, 6 sets of radios were distributed to fire agencies based on their talk group. The demo radios included: 1 APXNext XN with the Hazard Zone enabled, one APXNext XN radio with the Hazard Zone disabled and one APXNext XE radio. The APXNext XE is a ruggedized version of the police radio and is not NFPA compliant. Each agency will have a testing period of one week. On May 27, 2024 the demo radio were passed to the next agency in the talkgroup. As of June 1, 12 agencies have completed their review of the radios. The final groups will receive the demo radios on June 17. Three agencies have returned their sign off forms, all selecting the XN radio model. ETSB will begin working with those agencies to finalize their template.

Policy Advisory Committee (PAC):

The PAC's next regular meeting is on Monday, July 1, 2024.

On the PAC June agenda are only two items. The approval of the previous month's meeting minutes and the approval of the DEDIRS Motorola System Manager's May report. The meeting also covered an update of encryption and the fire radio demonstration as reported earlier in this report.

STARCOM Wheaton Tower October 30-31 Outage:

June Monthly Report Update: The APXNext Firmware update has a software fix that is expected to improve the failover process and eliminate a network error that could have caused some of the issues experienced on the date of the tower outage. This firmware is scheduled to be pushed into the radios in June. Additional testing will be scheduled to confirm the issue was resolved.

Summary of Event:

- Wheaton STARCOM radio tower went offline on October 30, 2023 from 10:30am until October 31, 2023 at 3:45am.
- Fiber between the tower and the AT&T central office was cut during construction work taking place on the county campus for the new animal services building.
- In anticipation of the construction work, the fiber between the tower and AT&T central office had been relocated. The new fiber was marked but a section of the fiber bowed 10 feet further than the markings shown.
- Monday.com updates were provided to the PSAPs as new information became available.
- Motorola has confirmed that the West Chicago tower is operating as expected. The drone footage did not reveal any damage.
- SmartConnect/LMR failover. Motorola has conducted additional field surveys to gather data for optimizing the failover settings in the APXNext radios. The field survey results have been provided to the Motorola engineers for review.

Impact:

- APX4000s in the vicinity of the Wheaton Tower would go in and out of range.
- APXNext radios in the vicinity of the Wheaton Tower switched to LTE.
- DU-COMM and ACDC moved agencies in the vicinity of the tower to backup radio channels.



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TO: Linda Zerwin, ETSB Executive Director
FROM: Andy Saucedo, Motorola System Manager
DATE: June 3, 2024
SUBJECT: STARCOM21 DEDIRS Monthly Report

Projects:

DEDIR System Radio Replacement

- APXNext Police: A firmware update was released, and a schedule is being developed in Monday.com to update the APXNext radios.
- APX 4000: A firmware update was released, and a schedule is being developed in Monday.com to update the APXNext radios.
- APX8500: Reports of Starcom to VHF radio reception issues. It may be due to vehicle antenna placement or radio receiver sensitivity settings. Field test conducted at Westmont 2/13/24. All findings were provided to Motorola engineering. Last case status update 2/26/24, Engineering has completed the Customer Summary Report. Report was provided to ETSB on May 1.
- APXNext XN Fire: Fire Focus presented XN issues to NFPA for TIA process. Fire radio configuration templates need IGA finalization with outside agency. Motorola Product Group released 2024.1 Base Line Firmware on 5/13/24. This firmware addresses the repeat notification and allows the Hazard Zone to be fully configurable. Fire Focus XN demos have been updated with 2024.1 for testing and distributed to the first 6 fire agencies for demonstrating.
- APXNext XE Fire: XE and XN Demo radios have been distributed to the first 6 fire agencies for testing. Each agency has one week to review the radios and at the conclusion of the demo period each agency head and either the village manager or fire district president will return of form confirming the choice of radio to ETSB via Zendesk. The process is expected to take 5 weeks.
- PSAP Reports: Working with PSAPs and Command Central to create reports to replace Genwatch reports.

Programming – Projects

Code plug updates: There were none last month.

Code plug Creation: There were none last month.

Consolidations: There were none last month.

Radio Alignment: There were none last month.

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Service Tickets

Category	Year to Date		Past Month					
			Totals		Categories of Tickets			
	Opened	Closed	Total	Closed	Consumable replaced	Alias or Configuration	Sent to Depot	Other
APX 7000XE	131	103	9	4	9	2	0	9
APX Next (police)	69	40	18	13	9	1	0	1
APX NextXN (fire)								
APX 8500 (mobiles)	19	19	2	2	0	2	0	2
APX4000	7	6	1	0	0	0	0	1
Total	226	168	19	19	18	5	0	13

STARCOM21 Scheduled Maintenance:

System Patches:

- Due to a visit by the President, the monthly Starcom patching that was supposed to occur on 5/8 and 5/9, was cancelled. Core patching will resume in the month of June.

Command Central Patches:

- [Scheduled Maintenance] Command Central Aware (North America)
The scheduled maintenance has been completed.
Start: 6/May/2024 @ 9:00 AM CDT (UTC-5)
End: 6/May/2024 @ 10:00 AM CDT (UTC-5)

SmartConnect Patches:

- [Scheduled Maintenance] SmartConnect (Australia, Canada, United States)
The scheduled maintenance has been completed.
Start: 1/May/2024 @ 4:30 AM CDT (GMT -5)
End: 1/May/2024 @ 10:30 AM CDT (GMT -5)
- [Scheduled Maintenance] SmartConnect (United States)
The scheduled maintenance has been completed.
Start: 6/May/2024 @ 4:30 AM CDT (GMT -5)
End: 6/May/2024 @ 10:30 AM CDT (GMT -5)
- [Scheduled Maintenance] SmartConnect (United States)
The scheduled maintenance has been completed.
Start: 14/May/2024 @ 4:30 AM CDT (GMT -5)
End: 14/May/2024 @ 10:30 AM CDT (GMT -5)



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Radio Central Patches: There were none last month.

Radio Management CPS Patches: There were none last month.

Releases:

- APX NEXT Firmware APX NEXT R06.03.01 CPS R32.00.00 was released 5/13/24. It included new products and features. Defect repairs included. Firmware is a maintenance and repair release.
- APX Portables and Mobiles (APX 4000 and APX 8500) Firmware R33.03.01 2024.1 CPS R33.00.00 was released 5/13/24. It included new products and features. Defect repairs included. Firmware is a maintenance and repair release.

STARCOM21 Unscheduled System Outages:

- There was a Service outage with Command Central Applications, including CC Admin, CC Aware, CC Evidence, CC Records, CC Community, and CC Responder. Customers may have experienced an inability to log in to Command Central Admin and any dependent applications. This incident was resolved. May 01, 2024 - 15:55 CDT. The Motorola System Manager received no reports of issues locally.

Meetings:

- May PAC meeting 5/6/24
- Fire Focus 5/13/24
- Police Radio Encryption Discussion 5/15/24
- DuPage County APXNextXN/XE demonstration 5/20/24

Training

- None for the previous month.

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Grade of service report:

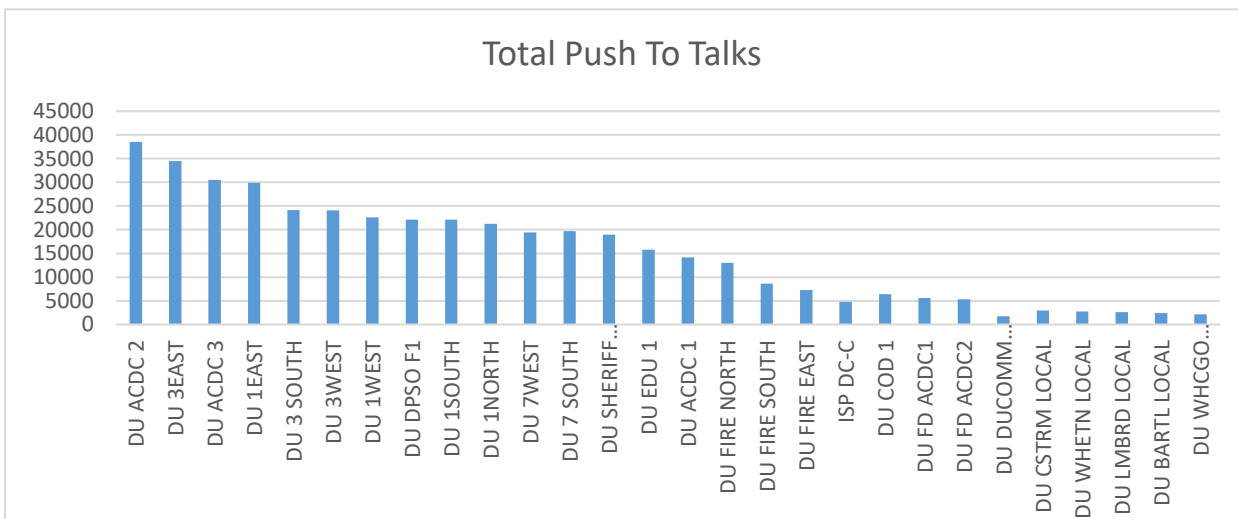
April 2024 Starcom21 GoS Report											
	GoS Calculations					PTT and Busy Data					
Hour	GoS	Utilization	Erlangs	Excess Erlangs	Days of Data	Total PTTs	Total Talk Time (sec)	Average Talk Time (sec)	Total Busy	Total Busy Time (sec)	Average Busy Time (sec)
0:00:00	0.00	18.68	3.18	7.22	30.00	2339.63	11430.60	4.89	0.00	0.00	0.00
1:00:00	0.00	16.77	2.85	7.55	30.00	2035.37	10261.33	5.04	0.00	0.00	0.00
2:00:00	0.00	14.32	2.43	7.97	30.00	1701.07	8763.43	5.15	0.00	0.00	0.00
3:00:00	0.00	11.57	1.97	8.43	30.00	1386.80	7082.17	5.11	0.00	0.00	0.00
4:00:00	0.00	11.88	2.02	8.38	30.00	1401.53	7272.13	5.19	0.00	0.00	0.00
5:00:00	0.00	13.13	2.23	8.17	30.00	1534.80	8036.83	5.24	0.00	0.00	0.00
6:00:00	0.00	15.27	2.60	7.80	30.00	1908.83	9345.17	4.90	0.00	0.00	0.00
7:00:00	0.00	21.35	3.63	6.77	30.00	2669.10	13064.97	4.89	0.00	0.00	0.00
8:00:00	0.00	27.51	4.68	5.72	30.00	3465.43	16835.93	4.86	0.00	0.00	0.00
9:00:00	0.00	30.94	5.26	5.14	30.00	3929.60	18932.90	4.82	0.00	0.00	0.00
10:00:00	0.00	32.32	5.49	4.91	30.00	4122.23	19779.43	4.80	0.10	2.90	29.00
11:00:00	0.00	31.10	5.29	5.11	30.00	3887.83	19035.03	4.90	0.00	0.00	0.00
12:00:00	0.00	31.24	5.31	5.09	30.00	3896.50	19119.93	4.91	0.00	0.00	0.00
13:00:00	0.00	33.23	5.65	4.75	30.00	4157.43	20338.83	4.89	0.03	0.07	2.00
14:00:00	0.01	32.29	5.49	4.91	30.00	4110.07	19759.17	4.81	0.23	1.73	7.43
15:00:00	0.00	32.49	5.52	4.88	30.00	4117.77	19881.00	4.83	0.00	0.00	0.00
16:00:00	0.00	31.85	5.41	4.99	30.00	4008.17	19492.17	4.86	0.07	1.63	24.50
17:00:00	0.00	31.93	5.43	4.97	30.00	4016.73	19544.07	4.87	0.07	3.67	55.00
18:00:00	0.00	29.89	5.08	5.32	30.00	3727.17	18295.47	4.91	0.00	0.00	0.00



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DEDIRS System Usage Report:

Group Alias	PTT Count
DU ACDC 2	38567
DU 3EAST	34492
DU ACDC 3	30488
DU 1EAST	29864
DU 3 SOUTH	24123
DU 3WEST	24065
DU 1WEST	22588
DU DPSO F1	22145
DU 1SOUTH	22134
DU 1NORTH	21272
DU 7WEST	19419
DU 7 SOUTH	19686
DU SHERIFF COURT	18946
DU EDU 1	15760
DU ACDC 1	14139
DU FIRE NORTH	12992
DU FIRE SOUTH	8632
DU FIRE EAST	7262
ISP DC-C	4754
DU COD 1	6413
DU FD ACDC1	5601
DU FD ACDC2	5280
DU DUCOMM STWD	1760
DU CSTRM LOCAL	2957
DU WHETN LOCAL	2740
DU LMBRD LOCAL	2624
DU BARTL LOCAL	2376
DU WHCGO LOCAL	2126

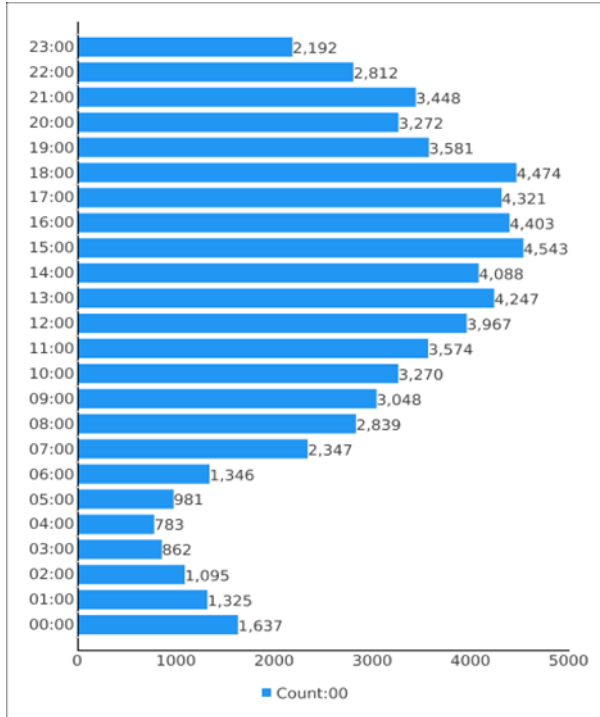


ALI AUDIT SUMMARY SNAPSHOT

Calls occurring between: 05-01-2024 12:06:46 AM and 05-31-2024 11:59:47 PM

Calls by Hour

Total: 68,455



Calls by Response Code

Response Code	Total	
0	No Active Paths	7
1	One Path OK	1,572
2	Both Paths OK	66,792
7	Manual Query Denied	0
9	Record Not Found	84
Total		68,455

Calls by Query Type

Query Type	Total	
I	Initial	31,919
M	Manual	133
R	Repeat	36,403
T	Test	0
Total		68,455

Calls by Call Type

Call Type	Total	
A	Anonymous Call [911-0000]	99
E	ESCO [911-0XXX]	0
S	Standard ANI Received [NXX-XXXX]	65,215
U	Uninitialized Call [911-XXX-XXXX]	3,141
Z	Seizure with no ANI [000-0000]	0
Total		68,455

Calls by Class of Service

Class of Service	Initial Query	Manual Query	Repeat Query	Test Query	Total	
	N/A	30	50	4	0	84
0	Business OPX	0	0	0	0	0
1	Residence	514	2	26	0	542
2	Business	450	6	32	0	488
3	Residence PBX	0	0	0	0	0
4	Business PBX	78	0	8	0	86
5	Centrex	9	2	0	0	11
6	Coin 1 Way Ot	1	0	0	0	1
7	Coin 2 Way Out	0	0	0	0	0
8	Mobile	0	0	0	0	0
9	Residence OPX	0	0	0	0	0
A	Cust Owned Coin Telephone	0	0	0	0	0
B	ESCO Failure	90	0	9	0	99
C	VoIP Residence	0	0	0	0	0
D	VoIP Business	0	0	0	0	0
E	VoIP Coin/Pay Phone	0	0	0	0	0
F	VoIP Wireless	1	0	0	0	1
G	Wireless Phase 1	4,201	13	883	0	5,097
H	Wireless	22,273	55	35,073	0	57,401
J	VoIP Nomadic	0	0	0	0	0
K	VoIP Enterprise Solutions	0	0	0	0	0
T	VoIP Coin/Pay Phone	17	0	66	0	83
V	VoIP Services	4,255	5	302	0	4,562
X	TEXT TO 911	0	0	0	0	0
Total	31,919	133	36,403	0	68,455	

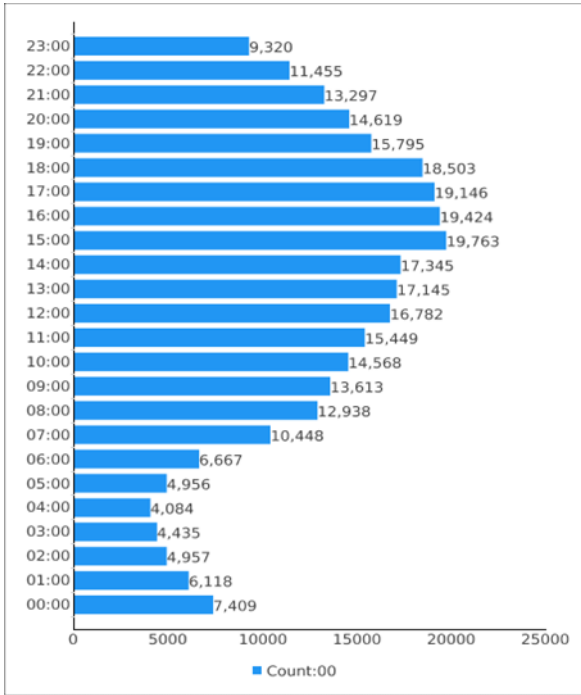
Calls occurring between: 05-01-2024 12:06:46 AM and 05-31-2024 11:59:47 PM

ALI AUDIT SUMMARY SNAPSHOT

Calls occurring between: 01-01-2024 12:00:04 AM and 06-01-2024 04:58:24 AM

Calls by Hour

Total: 298,236



Calls by Response Code

Response Code	Total	
0	No Active Paths	9
1	One Path OK	5,620
2	Both Paths OK	292,286
7	Manual Query Denied	0
9	Record Not Found	321
Total		298,236

Calls by Query Type

Query Type	Total	
I	Initial	140,625
M	Manual	314
R	Repeat	157,297
T	Test	0
Total		298,236

Calls by Call Type

Call Type	Total	
A	Anonymous Call [911-0000]	522
E	ESCO [911-0XXX]	9
S	Standard ANI Received [NXX-XXXX]	280,530
U	Uninitialized Call [911-XXX-XXXX]	17,174
Z	Seizure with no ANI [000-0000]	1
Total		298,236

Calls by Class of Service

Class of Service	Initial Query	Manual Query	Repeat Query	Test Query	Total
N/A	137	153	31	0	321
0	Business OPX	0	0	0	0
1	Residence	2,620	23	128	2,771
2	Business	2,539	34	109	2,682
3	Residence PBX	0	0	0	0
4	Business PBX	363	3	16	382
5	Centrex	40	2	0	42
6	Coin 1 Way Ot	1	0	0	1
7	Coin 2 Way Out	0	0	0	0
8	Mobile	0	0	0	0
9	Residence OPX	0	0	0	0
A	Cust Owned Coin Telephone	0	0	0	0
B	ESCO Failure	501	0	30	531
C	VoIP Residence	0	0	0	0
D	VoIP Business	13	0	1	14
E	VoIP Coin/Pay Phone	0	0	0	0
F	VoIP Wireless	10	1	0	11
G	Wireless Phase 1	19,252	14	3,667	22,933
H	Wireless	95,339	73	152,159	247,571
J	VoIP Nomadic	0	0	0	0
K	VoIP Enterprise Solutions	0	0	0	0
T	VoIP Coin/Pay Phone	29	0	111	140
V	VoIP Services	19,766	11	1,040	20,817
X	TEXT TO 911	0	0	0	0
Total	140,610	314	157,292	0	298,216

Calls occurring between: 01-01-2024 12:00:04 AM and 06-01-2024 04:58:24 AM

Monthly 9-1-1 System Call Count

For (Call Origin)

Creation Date: 06/04/2024 06:00:10 AM

Grouping: Site & Call Origin

Date Range: 05/01/2024 12:00:00 AM - 05/31/2024 11:59:59 PM

Filter Criteria: Please, refer to the last page.

Detail Information

Site	Call Origin	Total Calls	Call Category			Call Service (Emergency Incoming)					Outgoing (Emergency, Non- Emergency, Other)	Abandoned (Emergency)	Avg Wait (Emergency Incoming)
			Emergency	Non- Emergency	Other	Wire-Line	Wireless	VoIP	SMS	Unknown			
ACDC	Incoming	24,359	9,164	15,195	0	274	8,099	742	0	49	0	382	00:00:04
	Internal	1,157	0	1,157	0	0	0	0	0	0	0	0	00:00:00
	Outgoing	5,990	0	5,990	0	0	0	0	0	0	5,990	0	00:00:00
	Total	31,506	9,164	22,342	0	274	8,099	742	0	49	5,990	382	00:00:04
DU-COMM	Incoming	63,382	24,512	38,870	0	1,069	19,437	3,870	0	136	0	1,138	00:00:05
	Internal	11,873	0	11,873	0	0	0	0	0	0	0	0	00:00:00
	Outgoing	15,500	0	15,500	0	0	0	0	0	0	15,500	0	00:00:00
	Total	90,755	24,512	66,243	0	1,069	19,437	3,870	0	136	15,500	1,138	00:00:05
Total		122,261	33,676	88,585	0	1,343	27,536	4,612	0	185	21,490	1,520	00:00:05

Monthly 9-1-1 System Transfer Count

For (Call Origin)

Creation Date: 06/04/2024 06:04:15 AM

Grouping: Site & Call Origin

Date Range: 05/01/2024 12:00:00 AM - 05/31/2024 11:59:59 PM

Filter Criteria: Please, refer to the last page.

Summary Information

Site	Total Calls	Call Category			Call Service (Emergency Incoming)					Outgoing (Emergency, Non- Emergency, Other)	Abandoned (Emergency)	Avg Wait (Emergency Incoming)
		Emergency	Non- Emergency	Other	Wire-Line	Wireless	VoIP	SMS	Unknown			
ACDC	3,113	3,113	0	0	38	2,899	176	0	0	0	0	00:00:03
DU-COMM	3,275	3,275	0	0	23	3,040	212	0	0	0	0	00:00:05
Total	6,388	6,388	0	0	61	5,939	388	0	0	0	0	00:00:04

Year to Date 9-1-1 System Call Count

For (Call Origin)

Creation Date: 06/04/2024 06:01:28 AM

Grouping: Site & Call Origin

Date Range: 01/01/2024 12:00:00 AM - 05/31/2024 11:59:59 PM

Filter Criteria: Please, refer to the last page.

Detail Information

Site	Call Origin	Total Calls	Call Category			Call Service (Emergency Incoming)					Outgoing (Emergency, Non- Emergency, Other)	Abandoned (Emergency)	Avg Wait (Emergency Incoming)
			Emergency	Non- Emergency	Other	Wire-Line	Wireless	VoIP	SMS	Unknown			
ACDC	Incoming	125,491	44,138	81,353	0	2,307	36,818	4,173	0	840	0	2,335	00:00:04
	Internal	7,432	0	7,432	0	0	0	0	0	0	0	0	00:00:00
	Outgoing	31,889	0	31,889	0	0	0	0	0	0	31,889	0	00:00:00
	Total	164,812	44,138	120,674	0	2,307	36,818	4,173	0	840	31,889	2,335	00:00:04
DU-COMM	Incoming	273,191	104,593	168,598	0	5,157	81,239	17,408	0	789	0	5,127	00:00:05
	Internal	46,993	0	46,993	0	0	0	0	0	0	0	0	00:00:00
	Outgoing	63,628	1	63,627	0	0	0	0	0	0	63,628	0	00:00:00
	Total	383,812	104,594	279,218	0	5,157	81,239	17,408	0	789	63,628	5,127	00:00:05
Total		548,624	148,732	399,892	0	7,464	118,057	21,581	0	1,629	95,517	7,462	00:00:05

Year to Date 9-1-1 System Transfer Count

For (Call Origin)

Creation Date: 06/04/2024 06:03:17 AM

Grouping: Site & Call Origin

Date Range: 01/01/2024 12:00:00 AM - 05/31/2024 11:59:59 PM

Filter Criteria: Please, refer to the last page.

Summary Information

Site	Total Calls	Call Category			Call Service (Emergency Incoming)					Outgoing (Emergency, Non- Emergency, Other)	Abandoned (Emergency)	Avg Wait (Emergency Incoming)
		Emergency	Non- Emergency	Other	Wire-Line	Wireless	VoIP	SMS	Unknown			
ACDC	13,297	13,297	0	0	284	12,028	985	0	0	0	0	00:00:04
DU-COMM	14,452	14,452	0	0	156	13,412	884	0	0	0	0	00:00:05
Total	27,749	27,749	0	0	440	25,440	1,869	0	0	0	0	00:00:05

In process/Testing
Implemented
Pending Research
Closed/Enhancement
Closed

911 System Design Standardization Memos

Memo #	Date Opened	Origin	Title	DESCRIPTION	STATUS of MEMO (Pending, In Process/Testing, Pending/Research, Implemented, Closed/Enhancement tot Product Development, Closed)	Closed Date	CAD FOCUS	TECH FOCUS	FSA FOCUS	MPS	DIRECTORS	ETS BOARD
1	04/08/20	CAD	Informer Trigger words	Request to eliminate words that trigger an alert when entered into CAD	Closed	04/22/20	Consensus	N/A	N/A	N/A	N/A	
2	02/18/20	CAD	Alphanumeric Verification	enables a setting that will allow alphanumeric addresses to geo-verify without a space.	Closed	03/16/20	Consensus	N/A	N/A	N/A	N/A	
3	03/17/20	CAD	Auto Verification of address	disable automatically geo-verifying addresses that are unique in the system.	Enhancement tot product development		Research	N/A	N/A	N/A	N/A	
4	03/17/20	CAD	on-off ramp entries	enhance the TCs' ability to identify on and off ramps for the highways	closed	03/15/22	Consensus	N/A	N/A	N/A	N/A	
5	03/14/20	CAD	Pro-QA data export	request to escalate the priority of a data export to facilitate the development of a single server for Pro-QA software	Closed	03/16/20	Consensus	N/A	N/A	N/A	N/A	
6	03/18/20	CAD	Eliminate the 2 or 3 digit code from Purvis	removing the 2 or 3 digit code from the Purvis announcement.	Closed	08/20/20	Consensus	N/A	Consensus	N/A	N/A	
7	03/17/20	CAD	Half addresses	presentation of two options for how to handle half-addresses.	Closed	03/16/20	Consensus	N/A	N/A	N/A	N/A	
8	04/03/20	CAD	Command Line Font size	the font size larger on the command lines- expanded to the multi-command line	Enhancement tot product development		Consensus	N/A	N/A	N/A	N/A	
9	04/03/20	CAD	PI-Delay	adjust an event code that corresponded to a car accident with injuries that was delayed	Closed	04/08/20	Consensus	N/A	N/A	N/A	N/A	
10	04/06/20	CAD	Street Aliases	discuss options for alias street names in the CAD system. This would apply to streets such as North Ave AKA Route 64	Closed	10/06/20	Consensus	N/A	N/A	N/A	N/A	
11	01/27/20	FSA	Cover Memo	Outline of the memo process	Closed	01/23/20	N/A	N/A	Consensus	N/A	N/A	
12	01/27/20	FSA	Formula for Agency Costs	Costing formula options for expenses relating to changes in systems	Closed	01/23/20	N/A	N/A	Consensus	N/A	N/A	
13	12/19/19	FSA	Standardization of Recommends	Using Z units in CAD	Closed	03/02/20	Consensus	N/A	Consensus	N/A	N/A	
14	01/23/20	FSA	Activating New Tone	Adding a rules to Engines to facilitate tones	Closed	03/02/20	Consensus	N/A	Consensus	N/A	N/A	
15	01/05/20	FSA	Add Units to Calls	Add Unit to calls from mobiles without generating a tone	Closed	05/14/20	N/A	N/A	Consensus	N/A	N/A	
16	01/27/20	FSA	Optional Equipment Status	Optional equipment formatting options	Closed	05/14/20	N/A	N/A	Consensus	N/A	N/A	
17	02/28/20	FSA	Open Radio	Leaving the radio open for two minutes after the Purvis alert in the stations	Closed	03/02/20	N/A	N/A	Consensus	N/A	N/A	
18	03/05/20	FSA	Dead End Streets	Remove Dead End from the announcement	Closed	06/22/20	Consensus	N/A	Consensus	N/A	N/A	
19	02/26/20	FSA	LSI Data Into CAD	Add Hazardous Material data from the State into CAD	Closed	03/02/20	N/A	N/A	Consensus	N/A	N/A	
20	02/26/20	FSA	Flow MSP	The font size larger on the command lines- expanded to the multi-command line	Closed	03/02/20	N/A	N/A	Consensus	N/A	N/A	
21	03/02/20	FSA	Additional Goals	expand the goal to consider the time from call to responder arrival instead of from the time of call to dispatch	Closed	03/14/20	Consensus	N/A	Consensus	N/A	N/A	
22	03/01/20	FSA	Non-standard CAD programming	Creating CAD command that are unique to an agency or a small subset of agencies	Closed	06/22/20	Consensus	N/A	Consensus	N/A	N/A	
23	01/27/20	TECH	Purvis Proposal	Review of the proposal to address the back-up alerting solution	Closed	02/06/20	Consensus	Consensus	Consensus	N/A	N/A	
24	02/02/20	TECH	ICD from Hexagon for LEADS	review the Hexagon proposal for the LEADS ICD- Hexagon is re-working the proposal	Enhancement tot product development		Pending	Pending	N/A	N/A	N/A	
25	04/20/20	CAD	Assist other priority change	DU-COMM request to change the priority of Assit other from 4 to 2. This will adjust the watchdog times	Closed	04/22/20	Consensus	N/A	N/A	N/A	N/A	
26	04/20/20	CAD	Macro request On-Unit	DU-COMM request a macro to combine to add the vehicle when logging a unit on duty	Closed	04/22/20	Consensus	N/A	N/A	N/A	N/A	
27	04/20/20	CAD	New Event code request	DU-COMM request to add two new event codes	Closed	03/09/21	Consensus		Consensus			
28	04/20/20	Tech	Switch Design	DU-COMM recommendation for a switch design review	Closed	05/26/20		Consensus				
29	04/30/20	FSA	Translations	Request to have the PSAPs manage FSA translations	Closed	05/19/20	Consensus		Consensus			
30	04/04/20	Tech	Enhanced Monitoring	Review the three proposals from Solar winds	Closed	07/31/20		Consensus				
31	05/04/20	CAD	Fire Priorities	Requet to re-visit the Fire events priorities from ACDC	Closed	01/15/21	Consensus		Consensus		Consensus	
32	05/22/20	FSA	Priority Column	Request to add priority columns back into MPS	Closed	06/07/20	Consensus		Consensus			
33	05/26/20	FSA	Self-assign	Request the ability to self-dispatch calls from pending	Closed	06/07/20	Consensus		Consensus			
34	05/27/20	TECH	LAG	Install LAG on the Comcast side of the Network	Closed	03/15/24		Consensus				
35	05/27/20	TECH	Security	Review Results of the Nessus system testing	Closed	06/22/20		Consensus				
36	05/27/20	TECH	VMware upgrade	Install upgrade to Vmware from 6.0-6.7	Closed	06/22/20		Consensus				
37	05/27/20	TECH	Software Review	Conduct a software review comparable to the cutover review	In Process			Consensus				
38	05/27/20	CAD	9-1-1 Call Flow	Reivew the 9-1-1 Call flow process	Closed	01/18/22					Consensus	
39	05/28/20	CAD	Updated Macro	request to reduce the CDCMDKEY	Closed	07/21/20	Consensus					
40	06/01/20	CAD	Update LEADS Trigger words	reintroduce trigger words from SOS for DL status	Closed	07/21/20	Consensus					
41	06/03/20	TECH	NICE Upgrade	Connect lines and postlins to the NICE Recorder/DSO end of life update	Closed	06/22/20		Consensus				
42	06/10/20	FSA	Available on Event	Would like the MPS be programmed to change status to AOE	Closed	06/25/20	Consensus		Consensus			
43	06/15/20	TECH	Dell Storage	Dell offsite storage	Closed	03/01/20		Consensus				
44	06/19/20	Tech	CAD Workstations At DU-COMM	Install the ETSB image on the Workstations at DU-COMM	Closed	08/02/21		Pending			Consensus	
45	06/19/20	FSA	BARB procurement	Pros and Cons of the application	Closed	09/03/20			Consensus			
46	07/06/20	CAD	EDIT unit Roster	Change the Display from Employee number to Sign on ID	Closed	09/15/20	Consensus					
47	07/06/20	CAD	Informer Unit Colum	Add a column that displays the unit in informer	Closed	09/15/20	Consensus					
48	07/06/20	CAD	Multi-Command line	Force CAPS lock on the multicommand line	Enhancement tot product development		Consensus					
49	07/06/20	CAD	Add select event hot key	Eliminate a step when selecting a unit on an event	Enhancement tot product development		Consensus					
50	07/06/20	CAD	Unit Roster	Add the Badge number to the Unit display	Enhancement tot product development		Consensus					
51	07/06/20	CAD	Infomrner Hot Key	Add a hot key that opens up into informer	Enhancement tot product development		Consensus					
52	07/06/20	CAD	Dispatch Assign	Dispatch assing to work automatically	Closed	12/29/20	Consensus					
53	07/06/20	CAD	Dispatch Assign multiple units	Allow dispatch assign to work with multiple units	Enhancement tot product development		Consensus					
54	07/06/20	CAD	Monitor preferenc	Allow the monitors to be saved from each login	Enhancement tot product development		Consensus					
55	07/06/20	CAD	Vin Response	Allow title search to be run in informer	Enhancement tot product development		Consensus					
56	07/06/20	CAD	Informer history	Develop a way to search for informer history	Enhancement tot product development		Consensus					

57	06/18/20	Tech	Carrier diversity	Request to explore surplus bandwidth to provide carrier diversity	Closed Jan 12, 2021	11/23/20		Consensus					
58	06/16/20	CAD	UL Functionality	Ability to add apartment number using the UL Function	Enhancement tot product development			Consensus					
59	06/16/20	CAD	Commit and Cover	Add Commit and Cover command to the right click list	Closed	10/06/20		Consensus					
60	07/16/20	CAD	TC name in the Remarks	ADD the PSAP and first initial to the TC name in remarks	Enhancement tot product development			Referred				Pending	
61	07/30/20	CAD	Available on Event	Would like AOE to set the timer to 0	Closed	01/21/21		Consensus					
62	07/30/20	CAD	Remove CUS	Remove CUS from Status codes PD RR IC WP TA AD	Closed	02/23/20		Consensus					
63	07/30/20	CAD	Multiple Clearing units	Change programming to allow multiple units to be cleared	Enhancement tot product development			Consensus					
64	07/30/20	CAD	F2 enhancement	Want F2 to bring to the command line anywhere in the program	Enhancement tot product development			Consensus					
65	07/30/20	CAD	Multiple On units	Want the ONU command to work for multiple units	Closed	04/20/21		Consensus					
66	07/30/20	CAD	Unit Transport streamline	Get rid of the dashes in the command line for unit transport	In-Process Research			Consensus					
67	07/30/20	CAD	Adjust name and tx field	add field for alarm and to companies that doesn't impact LOI	Closed	08/18/20		Consensus					
68	07/30/20	CAD	Alias EMD codes	want the EMD numeric code entered as alias for event type	Closed	08/06/20		Consensus					
69	04/20/20	TECH	CISA request	Cybersecurity testing	10/12/2021			Consensus					
70	08/04/20		Monday.com	Online project management tool	Closed								
71	08/04/20	TECH	Vmware upgrade	upgrade to VMware version 6.7	Closed	02/22/22		Consensus					
72	08/03/20	CAD	Duplicate and Cancel	Attach the name of the TC that made the original ticket to remarks	Enhancement tot product development			Consensus					
73	08/27/20	FSA	Default MPS CADVIEW screen	Change the default MPS screen to Event list	Closed	04/20/21		Consensus		Consensus			
74	08/27/20	CAD	Right Click update	Using the Spreadsheet submitted update the right click list	closed	04/20/21		Consensus					
75	09/10/20	CAD	K9 Event codes	add event codes for the different types of dogs	Closed	09/12/20		retracted					
76	09/10/20	CAD	Relocate Unit Monitor	Add a new monitor for relocated unites	Closed	11/17/20		Consensus					
77	09/25/20	TECH	ALI Re-bid Times	Review the options to adjust the time for Automatic ALI re-bids	Closed	12/15/20		Consensus		Consensus			
78	10/20/20	CAD	Call Source	Default Call Source to Phone	Closed	03/23/21		Referred to Directors				Directors	
79	10/28/20	CAD	Edit unit Code	Change the two digit unit code for Elgin from EG to EN	Closed	04/20/21		Consensus				Pending	
80	10/30/20	TECH	Power Supply	Procure redundant power supplies for switches etc	Closed	03/23/21						Pending	
81	11/15/20	CAD	Retail Theft	Change the subtype to Retail-Delay	Closed	12/15/20		Consensus					
82	11/15/20	CAD	Caller Name LOI Search	Disable Caller Name from the LOI Search	Closed	12/29/20		Consensus					
83	12/10/20	CAD	Bomb Threat	Use a code for bomb threat instead of the words in Purvis	Closed	01/14/21				Consensus			
84	01/26/21	CAD	Timers	Remove the shift timers from the system	Closed	03/09/21		Consensus					
85	01/26/21	CAD	Live Mum additions	Add stations to match or come close to matching LiveMUM from CAD	Closed	04/20/21		Consensus					
87	02/23/21	CAD	Common places for DSO	Add common place names for DSO lots for a DSO response	Closed	09/01/01		Consensus					
88	03/31/21	FSA	Available on Event	Add the ability for MPS to self dispatch from Available on event	Closed								
89	04/16/21	CAD	KH and Business names Spec Situation	Remove the KH and business files from notification	Closed	05/09/21		Consensus					
90	04/19/21	CAD	Live Mum changes	Change the ETB of arrive danger to 40 minutes	Closed	05/04/21		Consensus					
91	05/18/21	TECH	TRE change	redesign the TRE to ensure it passes to Starcom	Closed								
92	05/26/21	CAD	Add subtypes to Assist	Create two new subtypes for assist to the SA and coroner	Closed	09/28/21		Consensus					
93	06/09/21	CAD	TestCase for Pro QA	Turn on the test case option in ProQA	closed	06/18/21		Consensus					
94	06/28/21	CAD	Standardized RR names	tracks xx where xx is a twofour digit abbreviation for the Railroad	Closed	02/05/21		Consensus					
95	07/12/21	FSA	Cross Staffed Apparatus	"Jump Crews" in Live Mum different than CAD	Closed	08/11/22				Consensus			
96A	07/12/21	FSA	Border Station Depth	Analysis of station depth for border agencies	Closed	08/11/22				Consensus			
96B	07/12/21	FSA	Border Station Run orders	Adjust the run orders of stations based on Analysis from 96	Closed	08/11/22				Consensus			
96C	07/12/21	FSA	Drive Time Adjustments	Adjust the drive time for Mutual aid agencies	Closed	08/11/22				Consensus			
97	07/12/21	FSA	Pre-planned rels	Add pre-planned rels into LiveMum	Closed	07/28/22				Consensus			
98	07/12/21	FSA	Unit Depletion	Program LiveMUM to make recommends based on unit depletion perctages	Closed	08/11/22				Consensus			
99	07/13/21	CAD	Wayne township Coverage	Add a note to the Wayne township area about for overnight disptaching	Closed	07/16/21		Consensus					
100	07/13/21	FSA	EBT Request	Request DECCAN run two hours of data for more accurate EBT	Paused	05/18/23						Consensus	
101	07/21/21	FSA	COQ report number request	Request a report number for agencies receiving COQ equipment	Closed	09/28/21				Consensus			
102	08/10/21	CAD	Update Skill list	Add Drone to the Skill list	Closed	09/28/21				Consensus			
103	09/07/21	CAD	CAD/Vesta Standardization	Adjust one of the systems to search for intersections using the same syntax	Pending -Research			Consensus					
104	11/02/21	CAD	Add event code	Add Event code for 3Si	Closed	11/19/21		Consensus					
105	11/16/21	CAD	Add a layer to the map	Create a layer for Division 10 in the CAD map	Closed	09/13/22		Consensus					
106	11/29/21	CAD	in-custody time stamp	Program CAD to include the time stamp in the list of times	Closed	03/15/22		Consensus					
107	11/29/21	FSA	Add new agency to CAD	Create a new agency in CAD for mabas division 12	Closed					Consensus			
108	01/18/22	CAD	ANI/ALI dump work flow	Change the programming so that the keyboard can be used after ANI/ALI dump	Pending Research								
109	02/02/22	CAD	Timer for Delayed call	Want to have a timer for Trbl alarms to delay dispatch 10 minutes	Closed	03/15/22		Consensus					
110	5/2/2022	Tech	Options for Tones	Explore audio setting options for tones on the fire channels	In Process/Testing					Consensus			
111	7/30/2022	Tech	Purvis Proposal	Review Purvis Proposal	Closed					Impasse			Impasse
112	10/3/2022	CAD	LPR Event	New CAD Event for License plate reader	Closed	15-Nov-22							
113	10/3/2022	CAD	Shot Stab event type	separate out the shot fired and gunshot into two type codes	Pending Research					Impasse			Impasse
114	1/13/2022	Tech	Open USB ports	Request to open USP ports to the Bridge	Closed	9-Jan-23				Consensus			
115	1/10/2023	CAD	Train Cleared	Request to add commands to menus and boards	Closed	28-Mar-23		Consensus					
116	1/10/2023	FSA	Emergency Button Mobile	Request to change the functionality of the emergency button	Closed	12-Jan-23						Consensus	
117	3/22/2023	FSA	UE Delta Programming	Remove MAF units from CADView	Closed	4-May-23						Consensus	
118	3/22/2023	FSA	Strobe light timing	Up the time out for the strobe units to 2 minutes	Closed	4-May-23						Consensus	
119	3/22/2023	FSA	Recall dispatch	Add a Recall dispatch button to MPS	Closed	18-May-23						Consensus	
120	3/22/2023	FSA	Resync Units and Events	Add a resync button to MPS	Closed	18-May-23						Consensus	
121	8/16/2023	Tech	Shared Drives	Shared drive in the DMZ to reduce Cybersecurity	Closed	5-Sep-23				Consensus			
122	8/18/2023	TECH	Shared Subnet	Allow traffic point to point for printers for cybersecurity	Closed	5-Sep-23							
123	8/21/2023	CAD	Task Force Units	Create Monitors for the Task force group	Closed	7-Nov-23		Consensus					
124	10/3/2023	CAD	New Event code request	new or modified event type for Car vs Building	Closed	26-Mar-24		Consensus					
125	11/9/2023	CAD	Priority integration	Integrate Priority Aqua program with Eventide	Closed	26-Mar-24		Consensus					
126	2/20/2024	CAD	New Event code request	New event type for Electric Vehicle fire	In Process/Testing			Consensus					
127	5/23/2024	CAD	MFA Command Central Aware	Decision to add MFA to Command Central Aware Website	New			Pending					

Rave 9-1-1 Suite

2024										
Month	Total Number of Smart911 Accounts	Total Number of Individuals within those Accounts (Average 2.35 per profile)	Profile Increase	% of Population	Number of Profile Pops	Number of Chat Sessions	Number of Notes	New Facility Profiles Created	Number of Facility Profile Pops	RapidSOS Location Hits
January	25,848	60,743	118	7.94%	183	1,462	0	0	91	20,850
February	25,917	60,905	69	7.96%	161	1,348	4	0	79	17,083
March	25,980	61,053	63	7.98%	185	1,621	1	0	66	20,245
April	26,089	61,309	109	8.01%	150	1,631	0	0	82	19,121
May	26,101	61,337	89	8.02%	188	1,933	5	1	98	21,149
June		0		0.00%						
July		0		0.00%						
August		0		0.00%						
September		0		0.00%						
October		0		0.00%						
November		0		0.00%						
December		0		0.00%						
2024 Totals	25,980	61,053	448	7.96%	867	7,995	10	1	416	98,448



**DUPAGE
COUNTY**

INFORMATION TECHNOLOGY

630-407-5000
Fax: 630-407-5001
it@dupageco.org

www.dupageco.org/it

TO: PRMS Oversight Committee and ETS Board
FROM: Don Ehrenhaft, PRMS Manager
DATE: May 29, 2024
RE: DuJIS RMS Monthly Update

Accomplishments:

- OCR 10.0/MFR project planning is ongoing.
 - County IT has completed necessary preliminary tasks.
 - Functional development environment will be stood-up after executing a zero dollar change order.
- Both virtual and on-site demos of MFR & OCR 10.0 were completed.
- Leveraged PRMS communication channels to bolster cyber security alerting to agencies.

Action Items:

- IGA
 - Continue working to develop new IGA.
 - Finalize exit agreement with Addison.
- Addison Axon project updates
 - Addison anticipates Go-live in summer 2024.
 - Preparing to tender Addison's data subsequent to their exit from the DuPage PRMS consortium.
- NetRMS
 - Move legacy system off of aging hardware to dedicated server
- RMS Usability
 - Assume responsibility for user management
 - Reduces the burden on agency personnel, simplifying the process of adding or changing employees.
 - Necessary to avoid operational issues associated with inconsistent user management.
 - Streamlines billing process and prevents overcharging.

RSA – Customer Support Collaboration:

- Maintained weekly I/CAD case review call, standing call at 9:00 am on Thursdays.
- Maintained RMS weekly status review call, standing call at 1:00 pm on Thursday.
- Maintained bi-weekly OCR10.0/MFR project management meeting with Hexagon project manager.
- Continued to improve communication and messaging tools and usage.

Next Month's Actions Items:

- Continue planning phase of MFR/OCR 10.0 project.
- Begin Staging Phase of MFR/OCR 10.0 project.
- Continue to work with Data Sheet Refresh subcommittee.
- Overhaul of system support model to improve speed of incident response and strengthen prevention efforts.
- Work with Hexagon to implement updates to both FBR and OnCall Analytics to address ongoing user complaints.



May Monthly Report

Customer Name	DuPage County, IL	Alias	DUPG2.00.11
Customer PM	Linda Zerwin/Mike Galvin	Hexagon Sales	TJ MCGEE
Hexagon Support Manager	Tony Capasso	Project / Delivery Name	DuPage ETSB
New Change Requests	None	Reporting Period End	May 31, 2024

Support Overview							
Open Tickets		SRs		CRDs		CREs	
On target	<input checked="" type="checkbox"/>	P2	0	P2	0	P2	2
Below target	<input type="checkbox"/>	P3	13	P3	10	P3	6
Above target	<input type="checkbox"/>	P4	0	P4	0	P4	0

RED	One or more of the following remain unhandled: significant risks and/or issues; behind schedule by >10%
YELLOW	There is a plan in place to rectify one or more of the following: significant risks and/or issues; behind schedule <=10%
GREEN	No significant risks or issues

Support Performance - Period ending May 31, 2024	
GREEN	<p>Continue to have weekly CAD SR Review call with Dupage and Hexagon CAD team. Communication remains high and both sides stay engaged.</p> <p>RSAs from Hexagon are continuing to provide value added performance and operating hand in hand with Customer Support.</p>

Support Activities	
Objectives Completed This Period	
1. Weekly meetings were held. No Onsite meetings were held this month.	
2. <u>13</u> support tickets were resolved in the month of May 2024.	
3. Several of the CRs are resolved in later versions of CAD - Upgrade in progress	
Objectives NOT Completed This Period - Mitigation tasks to align schedule are provided in the Notes Section with the corresponding #	
Objectives for Next Period Remaining Project Items (All Numbers are utilizing the DuPage Schedule DUPG2 Schedule)	
1. Focus and continued resolution on existing support SRs.	

Change Orders	Date	Status	Description

Notes From Above Activites:



RSA Weekly Status Report: RMS/CAD



Date / Report / Author:	05/31/2024 - RSA Weekly Status Report - Steve Burrell, RSA
Stakeholders for Distribution:	DuPage: Don Ehrenhaft, Dave Jordan, Anthony McPhearson, Matthew.Theusch, Gregg Taormina, Linda Zerwin Hexagon: Stephen Starnowsky, Patrick Mellin, Ben VanHorne, Tammy Heaton, Anthony Capasso, Wendy Mann

Topic	Status Summary	Assignment / Escalation	Status
Closed Cases (10)			
00255683	Map Admin Utility wont see Network share drive. (Use UNC path or “run-as” Admin.)	RSA	CLOSED
00258396	GPS Location Not Updating for multiple agencies after map roll.	RSA / Support	CLOSED
00255777	Bloomigdale’s reports are not propagating to OCR upon approval. (Agency configuration issue – changed user info.)	RSA	CLOSED
00256634	After MPS install, normal user has white screen. Admin user works fine. (Elmhurst PD) (Agency configuration issue.)	RSA	CLOSED
00260503	Crews not getting released when unit goes AQ from Tablet Command interface	RSA / Support	CLOSED
00260476	Xalt Tablet Command interface issue	RSA / Support	CLOSED
00267783	NIBRS FD & IL Install on TEST environment	RSA	CLOSED
00251187	Routing issue tied to M95, leading to it being dispatched before M94. (Agency configuration / environment issue.)	RSA	CLOSED
00220460	Some NIBRS validation errors do not display description	RSA / Support	CLOSED
Mobile Responder	Mobile Responder research and discussions with customer. (Ref Andriod push notifications.) CAD pre-Production upgraded to 9.4.2404 by CAD Pre-production team.	RSA / Implementations	Completed
High Priority Items			
Summary of Additional Work Performed This Week			
	Worked on open tickets and sent out follow up emails.	RSA	
LEADS 3.0 Interface	LEADS 3.0 Interface In Testing	RSA / Hexagon / DuPage	Waiting on Customer
00267783	NIBRS FD & IL Install on TEST environment	RSA	Completed / Customer testing in-progress
00223623	IUCR Interface and Local Ordinance updates	RSA / DuPage	In-Progress



RSA Weekly Status Report: RMS/CAD



00242421	Retired / no-longer-employed users/names still appear in the Assisted By field in FBR	RSA / Support	In-Progress
OCA	OCA Upgrade planning	RSA	In-Progress
Mobile Responder	Mobile Responder research and discussions with customer. (Ref Andriod push notifications.) CAD pre-Production upgraded to 9.4.2404 by CAD Pre-production team.	RSA / Implementations	Completed
BEAST Interface for OCR 10	Discussions ref BEAST Interface for OCR 10. DuPage is having internal discussions regarding this and will inform us when they have arrived at a decision.	RSA / DuPage	Waiting on Customer

Environment Versions & Discrepancies:

This section highlights program versions and any differences between the environments

Production	Test
FBR: 03.07.2012.6 (build date: 05/18/2021)	FBR: 03.07.2012.6 (build date: 05/18/2021)
SSRS: n/a	SSRS 2017 (using 2103 rdl)
OCA: 2212 (<i>newest available ver. is 2309</i>)	OCA: n/a
OCR: Version: 03.07.2104 (<i>newest available ver. is 2310</i>)	OCR Version: 03.07.2104 (<i>newest available ver. is 2310</i>)
NIBRS: 02.03.2401.08955	NIBRS: 02.03.2404
Address Server: 2004.02	Address Server: 2004.02
IFCADRMSLINK: Version 09.04.0.50104	IFCADRMSLINK: Version 09.04.0.40121 (<i>Most recent refresh completed on .</i>)



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Action Items

The following section is to cover all items that are ongoing outside of SR work to track to completion. This includes tasks for the RSA as well as the agency.

Project	Summary	Owner	Status	Next Steps
New Approval Process	DuPage to learn and modify the new approval workflow process prior to the 10.0 conversion.	DuPage	In-Process	DuPage eta – Early 2023 Information provided to DuPage. Start date TBD by DuPage.
00203010	Incident Numbers not showing in OCA 'Location key' was not being copied correctly from the OCR DB to the OCA DB. AZDO case assigned with high priority. Earliest ETA is estimated May 2024. <i>"mastlocation auto-combine job is causing data warehouse records to reference deleted locations"</i>	RSA / Support/ GTC	Waiting on Customer	<i>2309.1 is released and ready for install. Install date to be discussed with and determined by DuPage RMS Team.</i> DUPage has decided to wait for the next OCA update due MAY / June
00006926 (I/FRMS CADLINK)	IFCADRMSLINK Configuration Event Sync the search bug RC-A: Software bug. Fixed in patch Q4 2109	Escalated (Dev)	Solved Waiting on Customer	3/22 – CR has filed. CR# 319396 AZDO Bug 319396 01/12/2022 – Resolved with 2019 Q4 patch (see case 00007516) Need to deploy to TES env.
00007516	IFCADRMSLink No Primary Officer coming over – API Failures	RSA	Solved Waiting on Customer	RC-A: Software bug. Fixed in patch Q4 2109 Patch available (Q4 2019) Will need to install and test on TEST system; then schedule deployment on PROD.



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Open P2 Items – This section provides an update on P2 items.

SR Number	Summary	Product	Status	Substatus	Target Resolution Date	Work Around?

Current Open SR list for discussion:

This section is just a copy/paste from a SR list with the following fields as shown for items actively being worked by the onsite RSA (Assigned, In Process, Customer Update, GPC-Escalated). Note: This is not all SR's, just the ones currently being worked by the onsite RSA (Sorted by SR Number)

SR Number	Priority	Summary	Product	Status	Substatus/Next Steps
00005926 <i>(OnCall Records)</i>	P-3 MED	WebRMS returns no longer have linkable fields	MPS	Assigned	09/28/2023 - On hold until LEADS 3.0 interface is in place.
00006232 <i>(OnCall Records)</i>	P-3 MED	Cancelled BOLOS show up in Informer returns	Informer	Assigned	12/01 - – Miguel/Mo to set up a session with DuPage.
00006235 <i>(OnCall Records)</i>	P-3 MED	There is a violation field in MPS informer WebRMS return that does not list the violation.	Informer	Assigned	09/28/2023 - On hold until LEADS 3.0 interface is in place.
00006934	P-3 MED	Cross Agency Approving Supervisor	FBR	Escalated	3/29 – CR has been filed. CR# 321488 10/21 – Gathering additional information for support.



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(OnCall Records)		Missing from all Merit Agency FBR Reports			12/01 – Gathering data.
00006935 (OnCall Records) AZDO 509323	P-3 MED	Reporting Officer not importing into Supplement Record. RC-A: Software bug. FBR not pulling data from needed customer field. Pending Development resolution.	FBR	RSA / Support	10/21 – A new AZDO ticket (AZDO 509323) has been opened. Since this is still occurring in the newest version, it looks like it is currently waiting to be reviewed by development. 12/06/2023 - UPDATED CASE PROBLEM. I met with Don, who brought this to my attention... The actual issue is different than originally reported. When viewing an Incident supplement, the Reporting Officer name field value is not displayed. However, if you go back to the search results, the Reporting Officer name is displayed. The Reporting Officer name value is not able to be used as a search value. The incident supplement blank value is not included in search results. The Officer name is being conveyed from FBR to OCR. OCR is not displaying it correctly.
00089873 (Informer)	P3-MED	Informer Does Not run VIN Correctly	I/Dispatcher	GPC	07/14/2023 – On hold until LEADS 3.0 interface is available. 09/28/2023 - On hold until LEADS 3.0 interface is in place.
00097922 (Informer)	P3-MED	When running (LEADS) a subject by NAME / DOB AND RACE, the DOB is not transmitted to the state LEADS system	Informer	RSA / Support	07/14/2023 – On hold until LEADS 3.0 interface is available
00143796	P-3	Getting Error sending a message to a few Dynamic message groups in dispatcher.	I/Disp	RSA	06/01/2023 – reviewed logs. Unable to find a cause.
00143821	P-3	'EX-DATING RELATIONSHIP' causes error in FBR validation	FBR	RSA / Support	06/14/2023 - error occurs in FBR. Invalid NIBRS code yet the NIBRS code is correct. 07/07/2023 – This is one of the instances when the NIBRS validations between FBR and OCR do not match exactly. Researching if there is a way to turn it off in FBR.



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00181622	P-3	Can a Drivers license field be added to the supplemental information page?	I/Netviewer	RSA	11/06/2023 - Customer would like the field added so dispatchers can see the information. I will speak with DuPage to clarify exactly what they are looking for in terms on functionality. 02/09/2024 - Escalated to GTC.
00223623	P-#	IUCR Interface and Local Ordinance updates	OCR / XALT	RSA/Support	04/25/2024 – Currently in-process with DuPage RMS Team and DuPage County Clerk’s office.

Wellness items for discussion:

This section is just a copy/paste from a SR list with the following fields as shown for just OnCall Records products for items in the wellness worksheet

Title	Priority	SR Number	Summary	Product	State	Status/Next Steps

No Items at this time.

Client Requests for System Modifications for discussion:

This section is to capture client requests for system changes that are not part of a standard upgrade.

Worksheet#	SR Number	Priority	Summary	Product	Status	SubStatus	CR #
Planning Review Pending	1- 6091909121	3-Med	Ability to Link a BOLO to a Field Interview (OCR)	HxGN ONCALL RECORDS	CR - Enhancement	CR – Filed	